

Government Travel Charge Card (GTCC) Training Guide

GTCC training is required for all new card applications, semiannual recertification, reinstatements and for travel managers and approving officials.

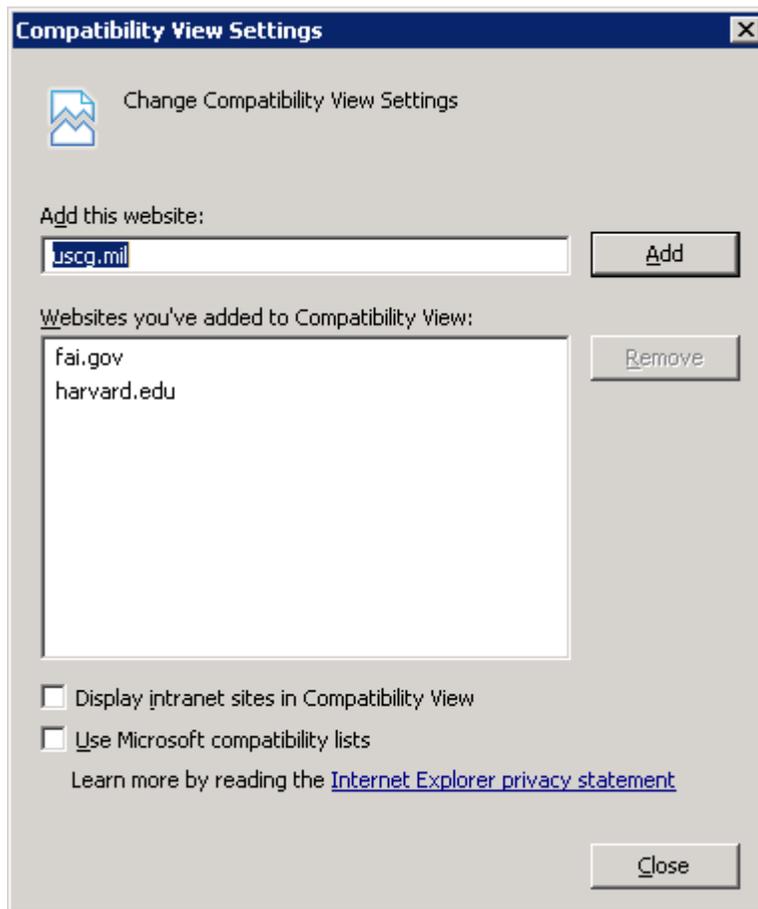
This training guide provides instructions on:

1. [Completing the DHS Mandated Travel Card Training course via the Coast Guard Portal/Learning Management System \(Pages 2-5\).](#)
2. [Dealing with problems launching the required training from within the Coast Guard Portal/Learning Management System \(Page 6\).](#)
3. [How to access the Coast Guard Portal/Learning Management System for personnel assigned outside of the CG \(DUINS, MEPS, Attache', etc.\) \(Pages 7-8\).](#)
4. [Printing your Coast Guard Portal/Learning Management System transcript \(Page 9\)](#)
5. [Verifying training is reflected in the Coast Guard Business Intelligence \(CGBI\) system \(Page 9\)](#)

Completing the DHS Mandated Travel Card Training course via the Coast Guard Portal/Learning Management System:

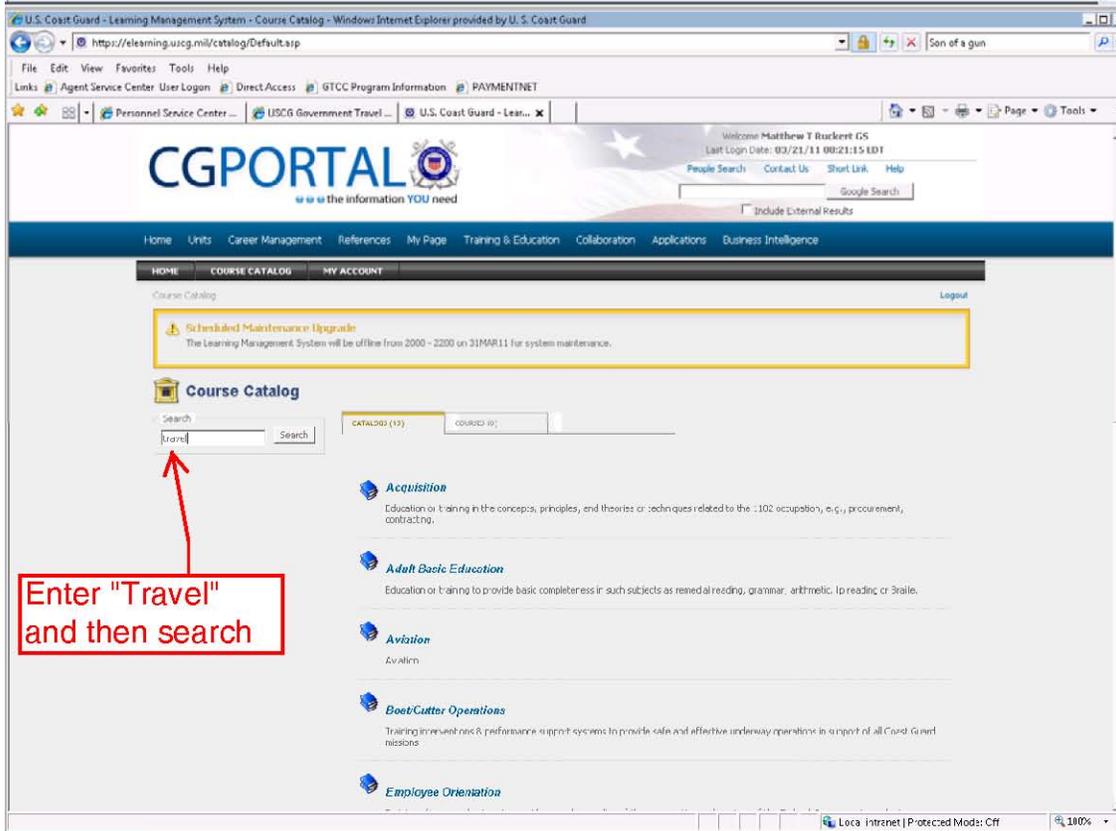
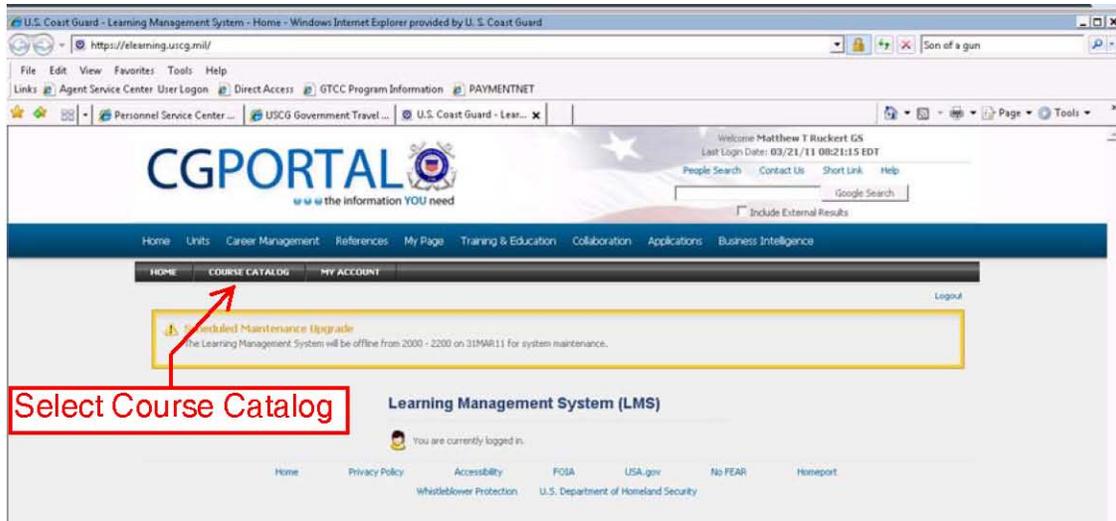
Per the instructions on the LMS portal launch page for the course *** **To complete this course successfully, you must turn off the compatibility view within the Tools option of Internet Explorer** ***

To change this in Internet Explorer, you need to click on Tools, Compatibility View Settings. When the screen below appears, ensure that the site is not listed in the “Websites you’ve added to Compatibility View:” and that the two boxes below for “Display intranet sites in Compatibility View” and “Use Microsoft compatibility lists” are BOTH UNCHECKED.



Launching the Course - After selecting this link below, select COURSE CATALOG, and then enter 'Travel' into the search field to locate the course.

CG Learning Portal at <https://elearning.uscg.mil/>



CATALOGS (0) COURSES (1) LESSONS (1)

Select Course.

 **DHS Government Travel Credit Card**

This course describes official Travel Card policies and general Travel Card guidance for all employees of the Department of Homeland Security and all its components.

 **Enroll**

Estimated Length: 1 hour
Enrollment Valid For: 7 days

Click on Enroll.

Description

*** Please be patient, this course takes can take several minutes to fully load ***

This course describes official Travel Card policies and general Travel Card guidance for all employees of the Department of Homeland Security and all its components.

Target Audience: Government Travel Card Holders

Frequency: Biennial

 **Enrolled.**

Estimated Length: 1 hour
Enrollment Valid For: 7 days

Click on My Account

 **Enrollment Successful**
Go to [My Account](#) to launch the course.

Description

*** Please be patient, this course takes can take several minutes to fully load ***

This course describes official Travel Card policies and general Travel Card guidance for all employees of the Department of Homeland Security and all its components.

Target Audience: Government Travel Card Holders

LEARNING ACTIVITIES

ENROLLED (4) OVERDUE (0) COMPLETED (7) EXPIRED (17)

You must complete the course before this date or the enrollment will expire.

Course	Due Date	Expires	Details	View
501289 DHS Government Travel Credit Card	-	Dec 17, 2014		

Click on Go

501289 DHS Government Travel Credit Card

Course Description

*** Please be patient, this course takes can take several minutes to fully load ***

This course describes official Travel Card policies and general Travel Card guidance for all employees of the Department of Homeland Security and all its components.

Target Audience: Government Travel Card Holders

Frequency: Biennial

Lesson	Type	Status	Score	Action
1. DHS Government Travel Credit Card		Not Attempted	-	

Click on Go

Note – You may never get the below error messages/pop ups....

Do you want to run this application?



Name: CCAPlayer
Publisher: SkillSoft Corporation
Location: https://elearning.uscg.mil

This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.

Do not show this again for apps from the publisher and location above

Check this box

Click on Run

Run Cancel

Security Warning



Allow access to the following application from this web site?

Web Site: https://elearning.uscg.mil
Application: CCAPlayer
Publisher: SkillsSoft Corporation

This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the application is intended to run on this site.

Do not show this again for this app and web site.

Check this box

Click on Allow

Allow Do Not Allow

Dealing with problems launching the required training from within the Coast Guard

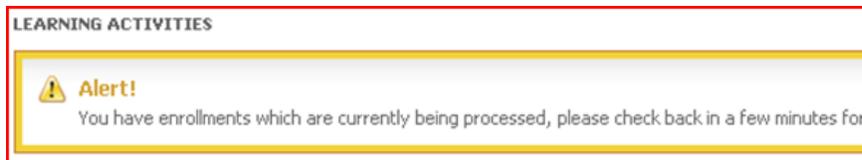
Portal/Learning Management System: Four common issues concerning the required DHS Travel Card Training and the CG Portal are:

1. Training never launches after waiting for more than 5-10 minutes;
2. The training shows enrolled after completing all three segments;
3. The training is listed but when the course is launched the system comes back with no course available.
4. ALERT warning appears on screen.

If the course does not load after a certain amount of time (5 min), verify that you have compatibility view turned off (see page 2 above). If the problem continues, it is recommended to try rebooting the computer and attempting the course with no other applications running. If the system still does not work, then you should submit a CGFIXIT ticket since something is either wrong with the computer configuration or within the Learning Management System. CGFIXIT requests can be submitted online at <http://cgfixit.osc.uscg.mil/arsys/shared/default.jsp> or by calling the Central Support Desk at 1-855-243-4948 (855-CGFIXIT)

Provided below are example help tickets to address these common issues/errors. The key is for the ticket to clearly describe what is happening or not happening. Example help ticket wording is provided:

- Course hangs and never launches: I am trying to run the DHS Travel Card Training Course from within the CGPortal/Learning Management System. I have enrolled in the course, but when I launch the course it never loads even after waiting 5-10 minutes. I have verified that Internet Explorer is running with compatibility view turned off. Request the computer configuration be checked to allow the course to run properly.
- Enrolled in Course but system says no course available: I am trying to run the DHS Travel Card Training Course from within the CGPortal/Learning Management System. I have enrolled in the course, but when I launch the course it says there are no courses available. Please clear this error from my LMS account.
- ALERT warning displays on screen and cannot access courses: I am trying to run the DHS Travel Card Training Course from within the CGPortal/Learning Management System. I have an ALERT warning that will not allow me to proceed to a course. Please clear this error from my LMS account.



How to access the Coast Guard Portal/Learning Management System for personnel assigned outside of the CG (DUINS, MEPS, Attache', etc.): The following steps will assist remotely assigned personnel in accessing the Coast Guard Learning Management System for completion of required DHS Government Travel Card training:

1. [Does the member/employee have a CG issued CAC card?](#)
2. [Does the member/employee have access to a government or personal computer with a CAC reader? ?](#)
3. [Does the member/employee have a current Active Directory Account \(CG email\)?](#)
4. [Is the member/employee attempting to access the training from a government computer with a CAC-reader?](#)
5. [Accessing the Learning Management System from a personally owned computer.](#)
6. [How to resolve common CAC problems.](#)

1. Does the member/employee have a CG issued CAC card?

a. If yes, proceed to step 2.

b. If no, then the member/employee would submit an e-mail to Arl-PF-CGPSC-JPMC-GTCC@uscg.mil requesting access to the AUX-LMS System. This generally would only be the case for Non-Appropriated Fund (NAF) employees and in some cases WG personnel. Upon receiving the e-mail, the GTCC staff would verify that the member/employee is actually associated with the CG by checking Direct Access and/or by contacting the Community Services Command. Once verified, a CGFIXIT request with a preformatted Excel template file attached would be submitted to OSC requesting an AUX-LMS account be created. OSC would forward the logon information (username and password) to the member/employee once the work order is processed.

2. Does the member/employee have access to a government or personal computer with a CAC reader?

a. If yes, proceed to step 3.

b. If no, then the member/employee would submit an e-mail to Arl-PF-CGPSC-JPMC-GTCC@uscg.mil requesting access to the AUX-LMS System. Upon receiving the e-mail, the GTCC staff would verify that the member/employee is actually associated with the CG by checking Direct Access. Once verified, a CGFIXIT request with a preformatted Excel template file attached would be submitted to OSC requesting an AUX-LMS account be created. OSC would forward the logon information (username and password) to the member/employee once the work order is processed.

3. Does the member/employee have a current Active Directory Account (CG email)?

a. If yes, proceed to step 4.

b. If no or unsure if the CG email account was disabled or deleted prior transferring or has just gone dormant from lack of use, then the member/employee should contact the Central Support Desk at 1-855-243-4948 (855-CGFIXIT) to have your Active Directory Account restored.

4. Is the member/employee attempting to access the training from a government computer with a CAC-reader?

- a. If yes, follow these steps –
- 1) Go to <https://elearning.uscg.mil>,
 - 2) Insert a CAC into the card reader,
 - 3) Click on the AGREE button under the LMS Agreement,
 - 4) Select a certificate (generally this should be the higher numbered email certificate) and click OK,
 - 5) Enter a PIN in the next window and Click OK. (search for TRAVEL or)
 - 6) Select Course Catalog from the top menu.
 - 7) Scroll to Mandated Training
 - 8) Select Mandated Training “B”
 - 9) Select Course 501289 DHS Government Travel Credit Card
- b. If no, then proceed to step 5.

5. Accessing the Learning Management System from a personally owned computer. The following items need to be installed on the home PC for External CAC-Enabled access to the CG Learning Management System (LMS):

- Windows Operating System (**Not compatible w/ MAC OS**).
- Up-to-date virus software and definitions.
- ActiveClient software
- DOD PKI certificates
- Card reader & associated driver

The member/employee should contact the local ESU/ESD or the Central Support Desk at 1-855-243-4948 (855-CGFIXIT) to request the update-to-date software/drivers and a CAC reader be mailed to the home address.

Once the software, driver, and CAC-reader have been installed the member/employee should follow these steps -

- 1) Go to <https://elearning.uscg.mil>,
- 2) Insert a CAC into the card reader,
- 3) Click on the AGREE button under the LMS Agreement,
- 4) Select a certificate (generally this should be the higher numbered email certificate) and click OK,
- 5) Enter a PIN in the next window and Click OK. (search for TRAVEL or)
- 6) Select Course Catalog from the top menu.
- 7) Scroll to Mandated Training
- 8) Select Mandated Training “B”
- 9) Select Course 501289 DHS Government Travel Credit Card.

6. How to resolve common CAC problems. The following document provides useful information on resolving common problems associated with CAC logons.

[CAC-End-Users-Guide](#)

Printing your Coast Guard Portal/Learning Management System transcript:

- From the LMS home screen, select My Account at the top menu.
- Click the icon for My Transcript.
- Select the Print icon.
- Change printer to Adobe PDF and print.
- Once saved, this document can be emailed or included in a file.
- The file name should be LAST_NAME-EMPLID.
- Do not submit a print screen or Test Score Report.

NOTE: It can take 2-3 days after course completion before the CGBI system may be updated.

Verifying training is reflected in the Coast Guard Business Intelligence (CGBI) system:

How to create a GTCC training report to determine cardholders training status.

- In CGBI (<http://cgbi.osc.uscg.mil/2.0/search.cfm>) using the search function and enter 'Government Travel Card Training'. Select SEARCH.
- The GTCC training report should be at the top of the search results. You can create a bookmark for this report if you will be using it often.
- Select Launch This Report.
- Select your specific organizational level and then run the report.

If you are a current travel cardholder and your training is reflected in your CGPortal/Learning Management Transcript but not reflected in CGBI reporting (after waiting 2-3 days), please take the following action:

- Verify that the EMPLID is correctly entered in the Active Directory System (aka Global Address List/email system). Without a valid EMPLID in the email system, your training (or any other mandated training) will not be properly reported in the CGBI system even when completed. To check the EMPLID entry, go to <https://edms.uscg.mil/SelfService/> and verify that it is entered correctly in the Directory Management Tool. If your EMPLID is not correctly entered, then submit a CGFIXIT request.
- If your EMPLID is entered correctly, then submit a CGFIXIT request stating that the training is reflected in your transcript and that you have verified your EMPLID in the directory management tool, but it is not reflected in the CGBI DHS Travel Card Training report.

CGFIXIT requests can be submitted online at <http://cgfixit.osc.uscg.mil/arsys/shared/default.jsp> or by calling the Central Support Desk at 1-855-243-4948 (855-CGFIXIT).